

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
MARCH 17, 2015

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:13p.m. The following Committee Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – vacant		
D1 – Donald G. Pearson, Chair	P	
D2 – Karen LeMaster, Vice-Chair		A
D3 – Everardo Sanchez	P	
D4 – vacant		
D5 – Aziz Afravi	P	
D6 – vacant		
D7 – vacant		
D8 – Leah M. Wood	P	
ALT – Rebecca Hernandez	P	
ALT – Mark C. Steele	P	
ALT – vacant		
2. **Public comment.** John Eger announced his resignation to the Mayor's office and thanked the CAC for the opportunity to serve.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on February 17, 2015. Leah Wood moved to approve the minutes as presented. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
4. **Discussion and Action on Election of Vice-Chair and nominations for vacancies.** Current member roster reviewed. Mentioned there are two appointments scheduled for Mass Transit Board meeting on April 14, 2015. Chair called for nominations for election of Vice-Chair. Leah Wood made a motion to nominate Karen LeMaster for Vice-Chair. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously. (*Ms. LeMaster later accepted by telephone.*)
5. **Presentation on the Streetcar Project and renovation of PCC cars.** Jay Banasiak presented update on relocation of existing PCC cars. Mentioned that 9 cars were moved to a central location on airport property to begin renovation process. Mentioned that bidding phase begins on March 13 and timeline for completion of entire project is expected to be 3 years. No action taken.
6. **Discussion and update on route information boards posted at Sunland Park Plaza.** Everett Esparza mentioned that Sun Metro is still working with vendor for 3-sided information boards. Mentioned that because these have to be custom made to fit both round and square bus stop posts, the process is taking a little longer than expected. No action taken.
7. **Discussion and update on infrastructure for Oregon Street.** Jay Banasiak mentioned that the ongoing safety issue of groundwork having been laid and left uncompleted causing a tripping hazard has been addressed by Sun Metro and the City's Engineering and Construction Management (ECM) Department. Mentioned that with Streetcar coming into play, the departments agreed to delay installation of light posts; however, in the meantime, Engineering has agreed to install cover boxes over the groundwork to avoid trip hazard. No action taken.
8. **Report and update on driver training for Sun City Cab and Project Amistad.** Julio Perez reported that training for Sun City drivers has started and will be ongoing until all drivers are trained. Explained that existing rules, regulations and expectations for MV drivers is what will be

expected of Sun City drivers. Mentioned that training for Project Amistad drivers will begin at the end of March and rather than having drivers at MV, a LIFT Training Supervisor will go to Project Amistad to conduct the training. No action taken.

9. **Report and update on the BRIO ticket vending machines and credit card option.** Raul Escobedo reported that PIN pads on ticket vending machines (TVM) are being replaced and reprogrammed. Mentioned that 2 of 28 are up and running at 5 Points and Franklin Inbound. Mentioned that 5 more will be installed this week; and the entire project will be completed in 2 weeks. Mentioned that the indoor TVM at the Downtown Transfer Center will be programmed first and then an outdoor TVM will be added at the end of the project. Mentioned that passengers are catching on to buying fare on TVM before boarding buses rather than using fare box. Mentioned that BRIO passengers need to be reminded that the fare option MUST be selected first before selecting payment option in order for the TVM purchase to be successful. No action taken.
10. **Discussion on the possibility of creating a monthly pass for Paratransit passengers.** Jay Banasiak mentioned that creating a monthly LIFT pass is not feasible at this time. Explained that the LIFT fare is already significantly discounted when you consider that an individual trip costs Sun Metro \$35 and the passenger fare is only \$2.50 per trip, or \$5.00 for round trip. Mentioned that Sun Metro is looking into “smart cards” that can be used like debit cards (point of sale) where a passenger can add money online and use the card upon boarding. Another option is to have passengers register for subscription service through a medical or service provider. Mr. Banasiak also confirmed that eligible LIFT passengers may ride Fixed Route for FREE. No action taken.
11. **Discussion and update on annunciation system for bus stops on Fixed Route.** Lloyd Williams explained that annunciation system for BRIO and Fixed Route are separate. Mentioned that I.T. has been focused on getting BRIO up and running and will not be able to move on to Fixed Route. Mentioned that calibrating announcement to real time at all stops will be completed this week, and requested feedback from passengers for tweaking any/all inconsistencies. No action taken.
12. **Discussion and update on the monthly Paratransit Advisory Committee meeting.** Julio Perez mentioned that there were no new topics of discussion, and that the ongoing topics included: (1) to add section for filing complaints to the Rider’s Guide; (2) to differentiate between urgent and non-urgent issues and apply appropriate response times for each – immediate response for urgent vs. 48-hour response time for non-urgent; (3) how to escalate issues through the proper city channels and provided protocol; (4) looked at pre- and post-inspection reports for cameras and equipment and explained process for breakdowns and sending out replacement units; (5) provide official list of pick-up and drop-off locations throughout city sites; (6) improve subscription services over all, fine-tuning processes for service improvements. Julio Perez also explained comparison of urgent and non-urgent response and gave examples of both and how staff applies decision to each individual case, i.e. passenger being stranded (urgent) vs. bus running late (non-urgent). No action taken.
13. **Monthly Report on LIFT Services for period ending February 2015.** Julio Perez provided stats for current period. Mentioned that end of month statistics look good. Mentioned that 11 commendations were received, 9 for drivers and 2 for dispatch staff. No action taken.
14. **Director’s Report for period ending February 2015.**
 - A. **Monthly Customer Service Report for Fixed Route.** George Myers provided monthly statistics. Mentioned that compared to last month, the same number of calls came in but there were less complaints, with incident reports dropping and driver commendations increasing. Aziz Afravi mentioned that call takers need to focus more on the issue at hand rather than trying to end the call as fast as possible. Mr. Myers stated that Customer Relations Clerks will be reminded to be more sensitive to callers. No action taken.
 - B. **Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided monthly revenue statistics. Explained that cost of fuel prices usually decreases ridership and

as fuel prices goes up, ridership numbers are expected to increase. Mentioned that increase in collisions is due to number of new drivers on the road as they are still gaining experience and will make minor infractions while training on the job. Explained that Safety Dept is make working on efforts to improve over all driver training. Mentioned that passenger complaints drastically dropped and this is evidence of improved customer service from our drivers. No action taken.

- 15. Opportunity for committee members to request a staff report on items of interest over which the Board has authority. Discussion of items announced at this meeting will take place during the next regularly scheduled meeting.** The Committee requested that the following items be added to the next meeting's agenda:

A. Other than standing monthly reports, nothing specific was requested.

Chair asked for motion to adjourn the meeting at 3:00pm. Leah Wood so moved. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary